

SHIIP can help with:

- ✓ Medicare eligibility & benefits
- ✓ Medicare claims & claim filing
- ✓ Medicare supplement insurance
- ✓ Medicaid eligibility & benefits
- ✓ Long-term care insurance
- ✓ Group insurance

SHIIP assists the public through:

- ✓ Consumer education
- ✓ Counseling
- ✓ Trained volunteers
- ✓ Toll-free hotline
- ✓ Educational literature

SHIIP

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THE NEBRASKA SENIOR HEALTH INSURANCE INFORMATION PROGRAM



**SHIIP provides information and
counseling to older & disabled
Nebraskans regarding Medicare,
Medicaid and health insurance.**

NEBRASKA SHIIP

SHIIP educates Medicare beneficiaries, assisting seniors and those with disabilities in making informed decisions on topics related to health insurance.

Mission

Because Medicare, Medicaid and other types of health insurance can be confusing to most people, the federal government, through the Center for Medicare and Medicaid Services, funds a seniors health insurance program in every state. The Nebraska Senior Insurance Information Program (SHIIP) is located within the Nebraska Department of Insurance.

Outreach

An important role of the SHIIP program is to provide outreach and education to Medicare beneficiaries and others regarding health insurance options, benefits, and choices. SHIIP Volunteers and Staff present on the local, regional, and state-wide level. Volunteers participate in a variety of outreach projects, from television to radio to newsprint.

Trained Volunteers

SHIIP volunteers receive training on all aspects of Medicare, Medicaid, long-term care insurance and other health insurance issues. Volunteers are available to meet with consumers for one-on-one counseling sessions, to help with existing problems and to provide support during the decision-making process. SHIIP volunteers will not recommend policies, companies, or insurance agents, but will provide free, unbiased answers for the questions of beneficiaries and their caregivers.

SHIIP volunteers also provide other services for the public. Volunteers will give presentations on a variety of health insurance topics, set up informational displays in public libraries or senior centers, and arrange regular availability for walk-in counseling opportunities.

Toll-free Hotline

The SHIIP program offers a toll-free hotline for residents of Nebraska. Any person eligible for Medicare, concerned relatives, or friends can call the SHIIP hotline for answers to insurance questions or to arrange a meeting with a SHIIP volunteer. **1-800-234-7119**

Literature

The SHIIP office develops and maintains a library of over 100 different reference materials. Resources cover a variety of consumer education issues -- including Medicare, long-term care, Medicaid, group insurance, and many other topics. All literature is available to SHIIP volunteers and consumers with interest.

Program Management

The SHIIP program is coordinated within the Nebraska Department of Insurance. In some areas of the state, SHIIP contracts with regional representatives to manage volunteer activities and answer SHIIP Hotline calls.